



TMA UBO Helpdesk Updates & FAQ

TMA UBO Contract Support Team

26 March 2013 @ 0800-0900

28 March 2013 @ 1400-1500

For entry into the webinar, log into: <http://altarum.adobeconnect.com/ubo>.

Enter as a guest with your full name and Service affiliation for Service attendance verification.

Instructions for CEU credit are at the end of this presentation.

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If you need technical assistance with this webinar, contact us at webmeeting@altarum.org.

You may submit a question or request technical assistance at any during a live broadcast time by entering it into the "Question" field of Adobe Connect.

- Discuss the various helpdesk resources available
- Review scope of support provided by each helpdesk resource
- Provide contact information
- Identify information resources

- Helpdesk resources
 - UBO Service Program Managers (in general, contact first for DoD billing/business operations questions)
 - TMA UBO Helpdesk e-mail and Phone Line
 - MHS Helpdesk
 - VPOC Helpdesk
- Information resources
 - TMA UBO Web Site
 - TMA UBO 101 Page
 - Pharmacy Price Estimators (MTFs with or without VA/DoD Resource Sharing Agreements)
 - Cosmetic Surgery Estimator
 - VA/DoD Resource Sharing Inpatient Institutional Calculator Package



UBO Service Program Managers – Contact Information

- Names and contact information redacted.

User Contacts the UBO Helpdesk directly through e-mail (ubo.helpdesk@altarum.org) or through the UBO Helpdesk Phone Number (571)733-5935

Review all e-mails prior to sending them to the UBO Helpdesk to ensure they do not contain PHI (patient-specific health information) or PII (patient-specific financial information). Remove and de-identify all unique person identifiers in your data before sending. Blocking or covering PHI or PII in a screen shot of encounter data is not sufficient.

UBO Helpdesk Support Team Member responds directly to the User (most responses w/in 24 hours)

Call/e-mail is routed to appropriate UBO Contract Support Team Member for research and response

Response is documented in the "Altarum UBO Trouble Ticket Response Folder" and if issue is resolved, the ticket is considered "closed"

If necessary, the issue is elevated to the Service Program Manager for review and response

If necessary, the issue is elevated to the TMA UBO Program Office for review and response



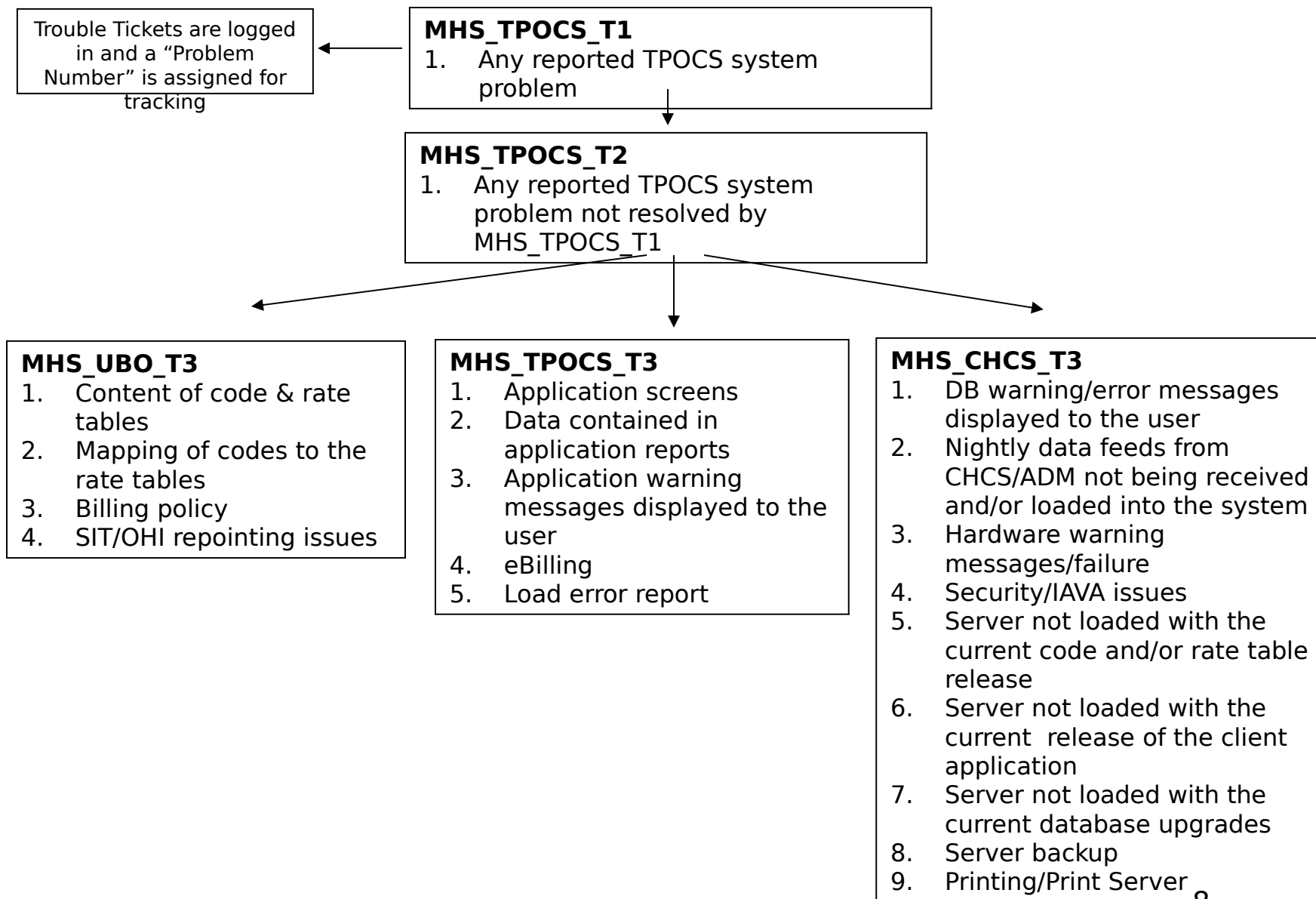


- TMA UBO Cosmetic Surgery Estimator, Pharmacy Pricing Estimator and VA/DoD Resource Sharing Inpatient Calculator Package
 - Which version to use?
 - User instructions (e.g., procedure details, correct unit of measure, etc.)
 - Which TRICARE CMAC rates files should be used for VA/DoD Resource Sharing Agreement billing?
- Billing/Rates Questions
 - Is there a rate: for this procedure? for this provider class?
 - Where do I find the effective rate table?
 - Which revenue code do I select from the revenue mapping table?
 - Which OIB/ASA rates should be used for MAC billing?
- TPCP Metrics Report (DD form 2570)
 - Reset password
 - Create user account
 - Unlock user account



- Policy and Compliance
- Webinars
 - Upcoming webinar schedule
 - How to log in
 - Eligibility for and how to receive CEU credit
 - Archived webinars, presentation materials and post tests
- MHS UBO Tier 3 Helpdesk Tickets
 - Content of code & rate tables
 - Mapping of codes to the rate tables
 - Billing policy
 - Standard Insurance Table and Other Health Insurance (SIT/OHI)
- *Systems (CHCS, TPOCS)*
 - *Send to MHS Helpdesk; not UBO Helpdesk*
- *SIT/OHI*
 - *Send to VPOC Helpdesk; not UBO Helpdesk*

MHS Routing of Trouble Tickets



- Questions concerning MHS systems and applications
 - Report not running
 - Fields not populating
- TPOCS
 - Need access to TPOCS
- CHCS
 - NDCs are out of date or expired
- DEERS
 - SIT/OHI not populating from DEERS to CHCS
- Other MHS Systems



MHS Helpdesk – Contact Information

mhssc@timpo.osd.mil

800-600-9332 (CONUS)

210-767-5250 (Direct)

866-637-8725 (OCONUS)

- Contact VPOC information – VPOC@altarum.org
 - SIT/OHI Master Table in DEERS
 - Entering and updating SIT/OHI information
 - Keeping your subscription current
 - Placeholder

- Office of the Chief Financial Officer (OCFO) site:
 - <http://www.tricare.mil/ocfo/mcfs/ubo/index.cfm>
- The key, corporate-level source for the sharing of policy, business process, and other functional information needed to support DoD UBO business operations
 - Policy Documents
 - Business Rules
 - UBO Rate Tables
 - Training Presentations
 - Newsletters
 - Reference Documents
 - System Information
 - Relevant Links

Major Areas

- UBO Home page
- About the UBO
- Billing
- Performance Measurements
- Policy Guidance
- MHS Rates
- Newsletter
- Patient Categories (PATCAT)
- Standard Insurance Table/Other Health Insurance
- MHS Systems

resources

- Uniform Biostatistical Utility (UBU)
- Data Quality (DQ)
- Composite Health Care System (CHCS)
- Military Health System (MHS) Help Desk
- Medical Expense & Performance Reporting System (MEPRS) Portal
- Current DoD Forms
- UBOMetrics.org



About the UBO

- UBO Programs:
 - Third Party Collections Program
 - Medical Services Account
 - Medical Affirmative Claims

- Billing documents and guidance
 - MSA
 - MAC
 - TPC
 - VA/DoD Resource Sharing guidance (use TRICARE CMAC not UBO CMAC rates)
 - Inpatient
 - Outpatient
 - Pharmacy Price Estimator
 - Provider specialty codes
- Links to billing forms



Performance Measurements

[http://](http://www.tricare.mil/ocfo/mcfs/ubo/performance_measure/metrics.cfm)

www.tricare.mil/ocfo/mcfs/ubo/performance_measure/metrics.cfm

- TPC Metrics
- TPC Goals

FY 2012 TPC Collections
(millions)

Service	Inpatient	Outpatient	Combined
Army	\$23.40	\$48.60	\$72.00
Navy	\$8.70	\$23.70	\$32.40
Air Force	\$5.40	\$58.50	\$63.90
DoD Total	\$37.50	\$130.80	\$168.30

- Outpatient
 - Ambulance
 - Anesthesia
 - UBO CHAMPUS Maximum Allowable Charge (CMAC)
 - Cosmetic Surgery
 - Dental
 - Durable Medical Equipment (DME)
 - International Military Education and Training (IMET)/Inter-Agency Outpatient Rate (IOR)
 - Immunization
- Inpatient Adjusted Standardized Amount (ASA)
- MAC
- Overseas Billing
- Pharmacy
- Policy letters
- User Guide
- UBO Manual

- http://www.tricare.mil/ocfo/mcfs/ubo/learning_center/training.cfm
- Remaining FY13 webinars (eligible for 1.0 CEU credit for DoD personnel):
 - Apr How to MAC billing
 - May FY2013 Pharmacy Rates Update
 - Jun CY2013 OIB Rates Update
 - Jun CY2013 Cosmetic Surgery and CSE (V.9) Update
 - Jul TBA
 - August Laws and Policies Update
 - Sept We're not talking Tolstoy here – documentation for ICD-10-CM and ICD-10-PCS
- Archived webinars (free of charge & on demand), post-tests for continuing education unit (CEU) for in-service training, Q&As
- Online training
 - PATCAT
 - Data and Billing in Sync – UB-04/837i *coming soon*

- Various helpdesk resources available
- Scope of support provided by each helpdesk resource
- Contact information
- Available information resources

TMA UBO Helpdesk

Functional Support

UBO.helpdesk@altarum.org

571-733-5935

TMA UBO Web site

<http://tricare.osd.mil/ocfo/mcfs/ubo/index.cfm>



Thank You

Questions?



Instructions for CEU Credit

This in-service webinar has been approved by the American Academy of Professional Coders (AAPC) for 1.0 Continuing Education Unit (CEU) credit for DoD personnel (.mil address required). Granting of this approval in no way constitutes endorsement by the AAPC of the program, content or the program sponsor. There is no charge for this credit.

- **Live broadcast webinar (post-test not required)**
 - Login prior to the broadcast with your: 1) full name; 2) Service affiliation; and 3) e-mail address
 - View the entire broadcast
 - After completion of both of the live broadcasts and after attendance records have been verified, a Certificate of Approval including an AAPC Index Number will be sent via e-mail to participants who logged in or e-mailed as required. This may take several business days.
- **Archived webinar (post-test required)**
 - View the entire archived webinar (free and available on demand at http://www.tricare.mil/ocfo/mcfs/ubo/learning_center/training.cfm)
 - Complete a post-test available *within* the archived webinar
 - E-mail answers to UBO.LearningCenter@altarum.org
 - If you receive a passing score of at least 70%, we will e-mail MHS personnel with a .mil email address a Certificate of Approval including an AAPC Index Number
- The original Certificate of Approval may not be altered except to add the participant's name and webinar date or the date the archived Webinar was viewed. Certificates should be maintained on file for at least six months beyond your renewal date in the event you are selected for CEU verification by AAPC
- For additional information or questions regarding AAPC CEUs, please contact the AAPC.
- Other organizations, such as American Health Information Management Association (AHIMA), American College of Healthcare Executives (ACHE), and American Association of Healthcare Administrative Managers (AAHAM), may also grant credit for TMA UBO Webinars. Check with the organization directly for qualification and reporting guidance.